

# DDD SHOUT

## PROVIDER NEWSLETTER

Volume XXIV - April 2021

### COVID-19 Update

As of Wednesday, March 24, 2021, any Arizonan who is age 16 or older can register to receive the vaccine at one of the State run vaccine distribution locations:

- State Farm Stadium in Glendale (Moving to Gila River Arena on April 23, 2021)
- Desert Financial Arena at ASU beginning April 12, 2021 (formerly Phoenix Municipal Stadium)
- Dexcom in Mesa (formerly Chandler/Gilbert Community College)
- The University of Arizona in Tucson
- The Yuma Convention Center in Yuma
- Westworld in Scottsdale (beginning April 22, 2021)

Individuals can make an appointment online at [podvaccine.azdhs.gov](https://podvaccine.azdhs.gov) or by calling 1-844-542-8201. Eligible Medicaid members can get non-emergency medical transportation (NEMT) to their vaccine appointment even if it is at a drive through site [by contacting their health plan](#). All counties have adopted a similar vaccination strategy and have made vaccines available to all individuals age 16/18 or older, depending on the vaccine available in the county. Only Pfizer is approved for use by individuals aged 16 and older; all other approved vaccines are for use by individuals age 18 and older. Contact your local county health department for more information. More information about the COVID-19 vaccine, including locations providing COVID-19 vaccines, can be found on the ADHS website at <https://azdhs.gov/findvaccine>.

### COVID-19 Flexibilities

On [March 11, 2021, AHCCCS announced](#) that although the Home and Community Based programmatic changes were due to [expire March 12, 2021](#), the Centers for Medicare and Medicaid Services (CMS) has issued assurance that the authority to continue these changes (known as Appendix K) will be extended for Arizona at least until the Public Health Emergency ends. This means the Division will continue the current COVID-19 services flexibilities including parents as paid caregivers for their minor children.

### New DDD Billing Template

On May 15, 2021, DDD will release a new billing template that all Qualified Vendors will be required to utilize in order to submit claims to the Division for reimbursement. This change is being implemented to ensure compliance with AHCCCS requirements by incorporating Referring, Ordering, Prescribing, Attending (ROPA) information that was previously not included in the billing template. **Beginning May 15, 2021, ALL Qualified Vendors will be required to use the new billing template regardless of whether they provide ROPA services.** The new billing template is posted for download and use beginning May 15, 2021, on the [Division's website in the Claims section](#).

## Referring, Ordering, Prescribing, & Attending (ROPA) Requirements

The Patient Protection and Affordable Care Act (ACA) and the 21st Century Cures Act (Cures) require that all health care providers who refer AHCCCS members for an item or service, who order non-physician services for members, who prescribe medications to members, and who attend/certify medical necessity for services and/or who take primary responsibility for members' medical care must be registered as AHCCCS providers. AHCCCS calls this initiative, and these providers, "ROPA".

Beginning, May 15, 2021, the new billing template will have the following eight new columns to use for ROPA-identified services. May 15, 2021 to June 1, 2021 will be the "soft edit" phase where claims adjudication will not be dependent on the data in these fields. This phase will give the Division and the vendor time to monitor the use of the fields and to provide feedback. On June 1, 2021, the claims adjudication process will require data in these fields be accurate and used for the ROPA identified services per AHCCCS requirements. **Claims with dates of service of June 1, 2021 or later that are missing the required ROPA information will automatically be denied.**

These columns are specific to Vendors with ROPA providers. Vendors not providing ROPA identified services should leave all eight of these columns blank when submitting claims. **Vendors providing ROPA-identified services must complete the NPI column for the appropriate ROPA Provider.**

The following tables list the DDD services that will require the ROPA NPI field to be completed.

### Professional Service Claims (Ordering Provider NPI Column Only)

DDD Code	CPT/HCPCS	Description
STA, STI	92507	Speech Therapy
92523	92523	Evaluation of speech sound production
SEA	92523	Speech Therapy, Evaluation
92607	92607	AUG COM Evaluation, 1st hour
92608	92608	AUG COM Evaluation, each additional 30 minutes
92609	92609	AAC Training and Installation
PEA	97161	Physical Therapy Evaluation
97165	97165	Occupational Therapy Evaluation
97168	97168	Occupational Therapy Re-evaluation
OEA	97168	Occupational Therapy Re-evaluation
PTA	97530	Physical Therapy
OTA, OTI, OCL	97535	Occupational Therapy
A9901	A9901	The delivery, set up and/or dispensing service component of another HCPCS code
E2500	E2500	Speech generating device, digitized speech, using pre-recorded messages
E2502	E2502	Speech generating device, digitized speech, using pre-recorded messages
E2504	E2504	Speech generating device, digitized speech, using pre-recorded messages
E2506	E2506	Speech generating device, digitized speech, using pre-recorded messages

DDD Code	CPT/HCPCS	Description
E2508	E2508	Speech generating device, synthesized speech, requiring message formulation
E2510	E2510	Speech generating device, synthesized speech, permitting multiple methods of message formulation
E2511	E2511	Speech generating software program, for personal computer or personal digital assistant
E2512	E2512	Accessory for speech generating device, mounting system
E2599	E2599	Accessory for speech generating device, not otherwise classified
K0739	K0739	Repair or non-routine service for durable medical equipment other
V5336	V5336	Repair/modification of augmentative communicative system or device (excludes adaptive hearing aid)

### Institutional Service Claims (Attending Provider NPI Column Only)

DDD Code	CPT/HCPCS	Description
RBT	183	Residential Bed Hold - Therapeutic
RBH	185	Residential Bed Hold - Hospital
ICM	190	ICF/MR
NF1	192	Nursing Facility, Level 1
NF2,NF3	193	Nursing Facility, Level 2; Nursing facility, Level 3
RS1,RS2	199	Nursing Facility - Respite

## Claims Closing Procedures For Fiscal Year 2020

Due to the fiscal year close on June 30, 2021, the last date to file corrected claims for dates of service between June 19, 2020 and June 30, 2020, will be Friday, June 18, 2021.

## Qualified Vendor Insurance Requirement Updates

Compliant Insurance coverage is a stated requirement in the terms and conditions of the Qualified Vendor Agreement. Compliant coverage must remain in effect throughout the life of the QVA. Failure to obtain and maintain compliant coverage and provide timely documentation on or before the end date of the insurance coverage period, may result in corrective action against the Qualified Vendor up to and including termination of the QVA. Required documentation includes the Certificate of Insurance (COI) which must reference the waiver of subrogation and the State as additional insured, and the letters of endorsement or endorsement pages which detail the waiver of subrogation and additional insured language.

Effective May 1, 2021, the Division is implementing the following changes regarding insurance requirements for Qualified Vendors:

1. Individuals and entities that begin an application for a Qualified Vendor Agreement, successfully complete the Qualified Vendor Agreement application process and have an approved Qualified Vendor Agreement (QVA) shall submit documentation of compliant insurance to their assigned DDD Contract Management Specialist **within ten (10) business days** of the QVA application approval. Qualified Vendors will not be eligible to provide services and the QVA will remain inactive until such time as the Division receives documentation of and validates compliant insurance coverage.
2. Individuals and entities that have successfully completed the Qualified Vendor Agreement application process and have an approved Qualified Vendor Agreement (QVA) but have not successfully completed

a Readiness Review with their Network representative shall submit documentation of compliant insurance to their assigned DDD Contract Management Specialist within ten (10) business days of the successful completion of the readiness review. Qualified Vendors will not be eligible to provide services and the QVA will remain inactive until such time as the Division receives documentation of and validates compliant insurance coverage.

3. Existing Qualified Vendors that currently have NO service authorizations and have not provided documentation of compliant insurance must provide the requisite documentation by **July 1, 2021**. Services will remain inactive until compliant insurance documentation is received. Authorizations will not be assigned until the required documentation is received. If an existing Qualified Vendor fails to comply with this requirement **by July 1, 2021**, they may be referred to the Contract Action Unit and the process of termination of the QVA will begin.
4. Existing Qualified Vendors with current service authorizations that have failed to provide timely and compliant documentation of insurance coverage **must do so on or before May 10, 2021**; failure to do so may result in a referral to the Contract Action Unit and the process of termination of the QVA will begin.

The Division has received guidance from the Arizona Department of Administration's Risk Management Unit on the use of Business Auto Waivers. Their guidance has informed how the Division will be utilizing business auto waivers going forward. Any vendor with a waiver for this insurance requirement in place under RFQVA DDD-710000 will be required to request a new waiver and attest that no owned, hired, and/or non-owned automobiles are or will be used in the performance of this Contract. Business Auto Waivers currently in place will be null and void as of May 30, 2021. All vendors seeking to obtain a Business Auto Waiver must request, complete and return a new document to their assigned Contract Management Specialist on or before May 30, 2021 or provide documentation of compliant Business Automobile Insurance coverage.

## Claims System Update

As [announced on March 17, 2021](#), and as part of the Division's Current 2 Future Initiative, a vendor was selected to help DDD update its claims system in order to be compliant with state and federal regulations and to resolve the AHCCCS HIPAA TCS Compliance Claims Processing System Notice to Cure.

The goal is for DDD to utilize the Healthcare Common Procedure Coding System (HCPCS) and standard Centers for Medicare & Medicaid Services (CMS) claims forms when reimbursing Qualified Vendors for submitted claims. This will include the use of standardized Health Insurance Portability and Accountability Act (HIPAA) Transactions and Code Sets (TCS) in lieu of DDD proprietary codes currently being used by vendors when submitting claims. WellSky, a vendor offering healthcare software solutions, was selected for this project. DDD and WellSky have been working together since June 2020 with the intent of **implementing the first phase on September 1, 2021**.

The Division has [published a page](#) on its website where information about this project, including Frequently Asked Questions, are available for review. If you have questions about the project, please submit them using this form, <https://forms.gle/qZ5KWjZryEa2NfRY7>.

## Developmental Home Fingerprint Clearance Card Tracking

The Division pays claims for fingerprinting costs for applicants, licensees, and household members, and is therefore implementing a tool for Developmental Home licensing agencies to submit information for individuals who have applied for a fingerprint clearance card. Adult household members of developmental home providers are also required to be included. Each applicant's name should be entered as it appears

on their drivers license or other state or federal identification. Names must be submitted within 10 days of fingerprinting. The form can be found here, <https://forms.gle/99jkyqEBR66n6YDC9>, as well as on the [Developmental Home Licensing page](#) on the Division's website.

## Program Integrity Education

The Division has established a Corporate Compliance Program as a means to prevent, detect, and correct fraud, waste and abuse (FWA), and misconduct. The Program aims to promote a culture of compliance across the Division's managed care service delivery system in a way that encourages ethical conduct and a commitment to compliance with contractual, state and federal rules and regulations.

There are 7 elements of an effective compliance program:

5. Written Standards
6. Compliance Oversight
7. Provision of Effective Education and Training
8. Reporting Mechanisms
9. Response and Discipline
10. Auditing and Monitoring
11. Investigation and Remediation

As announced in the March 2021 [Shout](#), the Division's Program Integrity Unit (PIU) is taking steps to communicate standards and guidelines as well as other aspects of the Division's compliance program with Qualified Vendors and providers. The PIU will be hosting a series of voluntary, virtual sessions for interested Qualified Vendors and Providers to discuss the aspects of program integrity and provide information related to staff roles and compliance responsibilities. The educational sessions, which are specific to each service type, have been scheduled as follows:

- Home and Community Based Services
  - July 6, 2021
  - July 8, 2021
  - July 9, 2021
- Group Homes, Day Treatment Services and Employment Services
  - July 20, 2021
  - July 22, 2021
  - July 23, 2021
- Therapy Services
  - August 3, 2021
  - August 5, 2021
  - August 6, 2021
- Developmental Home Services
  - August 17, 2021
  - August 19, 2021
  - August 20, 2021

All sessions will be hosted through Google Meet and can be accessed using this link, <https://meet.google.com/mre-tfgw-gdk>, or by phone, 1-225-522-1481 using PIN 246037571.

These sessions are not mandatory; rather, they are intended to provide valuable information and allow all Qualified Vendors and Providers to ask questions of the Division's PIU manager, Elanie Estrada. Staff whose main responsibilities are related to compliance/ethics and accounting/claims are highly encouraged to attend at least one of the sessions.

## **AHCCCS Provider Enrollment Portal (APEP) Training Sessions**

Beginning in April 2021 and over the following several months, the AHCCCS Division of Member and Provider Services will conduct virtual APEP training sessions for providers that want additional training. The training is voluntary and will directly respond to questions AHCCCS has received since the launch of the AHCCCS Provider Enrollment Portal (APEP).

The APEP training courses will be scheduled by "Enrollment Type" and instruction will include:

- Single-Sign-On process
- Domain Administrator functions
- Specific scenarios within the online application
- Submission of a modification once the re-registration process is complete

More information regarding the APEP training schedule and registration for a virtual class is posted to the [APEP website](#). Please visit the [APEP Training Online Registration link](#) to enroll.

## **National Core Indicators Surveys**

[National Core Indicators \(NCI\)](#) is a collaborative effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). NCI uses a series of surveys and in-person interviews to measure member satisfaction and efficacy of DDD programs and services. These surveys include:

- Adult Family Survey - mailed to families who have an adult family member (age 18 and over) with I/DD living in their family's home.
- Child Family Survey - mailed to families who have a child (under age 18) with I/DD living in the family home.
- Family Guardian Survey - mailed to family members or guardians of an adult (age 18 and over) with I/DD living outside of the family home.
- In-Person Survey - face-to-face conversation completed with a minimum of 400 individuals who are 18 years of age or older and receiving at least one paid service from the State.
- Staff Stability Survey - on-line survey emailed to provider agencies supporting adults with ID/DD in residential, employment, day services and other in-home or community inclusion programs.

All surveys are 100% confidential and the results are returned to Pilot Parents of Southern Arizona, not to DDD. Pilot Parents of Southern Arizona is contracted by NCI to enter the results in NCI's ODESA System. The final report published by NCI includes only aggregated data with no member-specific information. The in-person survey includes 400 adult members and is administered by Pilot Parents of Southern Arizona. Staff from Pilot Parents will be contacting members to schedule either a virtual or in-person appointment, whichever is better for the member.

If you are aware of a member who has been selected to participate in the in-person survey process, please facilitate the ability for the representative from Pilot Parents of Southern Arizona to meet with them to complete the survey, if necessary. If you support a member whose family member receives a survey in the mail, please encourage them to complete the survey and return it to NCI. Please contact DDD's NCI Coordinator Michelle Pollard at [mpollard@azdes.gov](mailto:mpollard@azdes.gov) if you have questions.

## Updated Guidance Documents

In March, the Division updated both the [COVID-19 QVA Guidance for Congregate Settings \(Group Homes/ Developmental Homes\) and Direct Care Workers \(DCW\)](#) and [Assessing Risk for DDD Members Who Are At Higher Risk for Severe Illness From COVID-19](#) based on new guidance published by the Arizona Department of Health Services and Centers for Disease Control and Prevention. Qualified Vendors should review both of these documents and adjust their pandemic plans accordingly to ensure they are compliant with the latest recommendations and guidance.

## DDD Town Hall Meetings

The Office of Individual and Family Affairs (OIFA) continues to host town hall meetings for members, families and providers. The next town hall meeting will be held on Thursday, May 6, 2021, from 6:00 p.m. to 8:00 p.m.

Please share this information with the members and families you serve and encourage them to participate. The town hall schedule and instructions to join via the Internet or phone can be found at [bit.ly/dddtownhall](https://bit.ly/dddtownhall).

## Get Caught Up

Did you know the Division posts vendor announcements and editions of the Shout on the web? Get caught up and stay informed on all of the recent vendor communications, <https://des.az.gov/services/disabilities/developmental-disabilities/vendors-providers/vendor-announcements>.